
Location Books & Rate Tables

The Location Books and Rate Tables provide the global pricing information and rate tables for your Telephone Configuration Database. Before you define your Telephone Configuration Database, you must ensure that the rate tables and templates have been defined.

Use the following functions to define the location books, carrier pricing templates, and rate tables.

- Location Book Registry
- Carrier Pricing Templates
- Call Type Definition
- Edit Variable Rate Table

Location Book Registry

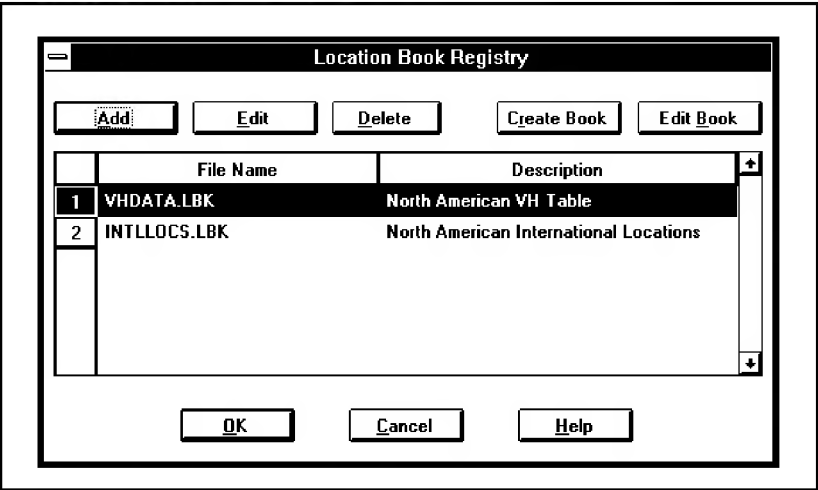
Location books contain the terminating location identified by the dial codes or area codes. Some location books such as V&H or Dial Code V&H consist of the vertical and horizontal coordinates which are used to calculate distances between different destinations. When calls are costed based on distance, the system uses the coordinates in these location books to calculate the distance between the points.

Call Accounting includes a set of predefined location book files which can be used in calculating distances between the different sites and call destinations. The system will read the digits dialed in the call record and will locate them in the location books. If the call was made over a trunk that is costed using measured distance rates, then it can be costed based on the distance between the site (node) and the destination.

Each location book file can be assigned to a record in this database. These files can then be referenced from the functions which will calculate the distance-based costs of the calls.

To access this function, click on **Location Books and Rate Tables** from the Database drop-down menu and click on **Location Book Registry** from its cascading menu.

Figure 28
Location Book Registry dialog



This window contains a grid which consists of menu commands and field headers. Each field in the record line represents the components of a location book.

To add a record to this database, click on the **Add** command button. To edit an existing entry, click on the entry record line to highlight it and click on Edit. When you click on Add or Edit, the Location Book Selection dialog will appear prompting you to enter the following information.

Filename: From this drop-down list box, select the location book which will be used for calculating the distances between locations.

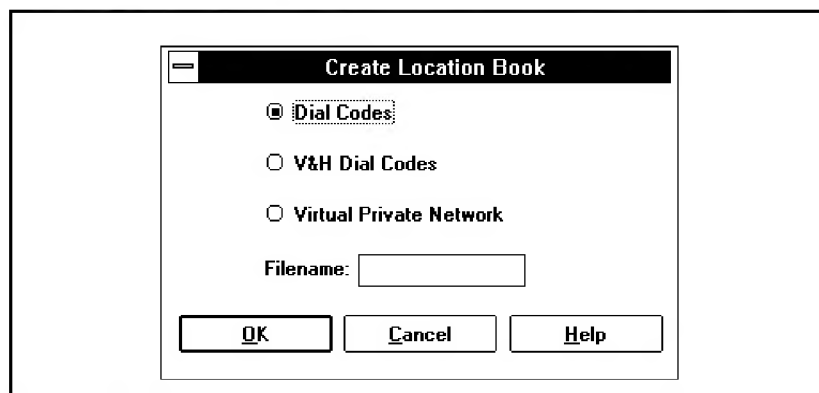
Description: Enter a description of this location book. This is used for informational purposes only to assist you in identifying this location book.

Click on the **OK** command button to save this information and return to the previous dialog. Repeat this step for each location book you wish to select for this database.

Creating Location Books

To create a location book and add it to the Location Book Registry, click on the **Create Book** command button. You can create a location book based on Dial Codes, V&H Dial Codes, or Virtual Private Networks.

Figure 29
Create Location Book editor



Dial Codes

Select **Dial Codes** to create location books based on dial codes. For instance, European users of Call Accounting will use this option to build their national and international location books, while North American users will use this option to build their international location books.

Filename: Enter the name of the location book you wish to create.

Click on the **OK** command button to save this information. The Dial Codes dialog and grid will appear. Click on **Insert** from the Edit drop-down menu. A Dial Code dialog will appear prompting you to enter information in the following fields.

Dial Code: Enter a dial code in this field to identify local and municipal dial codes or international dial codes. This field accepts alphanumeric patterns. When entering the dial code, do not include its prefix (e.g., 0).

Location: This field identifies the city and/or state in which the dial code is located.

Click on the **OK** command button to save this information. Repeat this step for each dial code you wish to enter for this location book. Click on the **Cancel** command button to exit from this dialog. Close this dialog to return you to the Location Book Registry.

V&H Dial Codes

Select V&H Dial Codes to create location books based on V&H dial codes. For instance, Mexican users of Call Accounting will use this option to build their national and international location books.

Filename: Enter the name of the location book you wish to create.

Click on the **OK** command button to save this information. The V&H Dial Codes dialog and grid will appear. Click on **Insert** from the Edit drop-down menu. The following V&H Dial Code dialog will appear prompting you to enter information in its fields.

Figure 30
V&H Dial Code dialog

The image shows a screenshot of a software dialog box titled "V&H Dial Codes". The dialog box has a standard Windows-style title bar with a minimize button. Inside the dialog, there are five text input fields arranged vertically, each preceded by a label: "NPANXX:", "Location:", "Horizontal Coordinate:", "Vertical Coordinate:", and "Lata:". At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help". The "OK" button has an underline under the 'O', "Cancel" has an underline under the 'C', and "Help" has an underline under the 'H'.

NPANXX: Enter the area code and exchange for this V&H dial code.

Location: This field identifies the city and/or state in which the V&H dial code is located.

Horizontal Coordinate: Enter the horizontal coordinate for this V&H dial code.

Vertical Coordinate: Enter the vertical coordinate for this V&H dial code.

Lata: Enter the lata for this V&H dial code.

Click on the **OK** command button to save this information. Repeat this step for each V&H dial code you wish to enter for this location book. Click on the **Cancel** command button to exit from this dialog. Close this dialog to return you to the Location Book Registry.

Virtual Private Network

Use this option to map a range of digits used in your company's virtual private network to the domestic location book for your home node. This function enables the system to identify the locations of the nodes in the virtual private network (VPN).

A virtual private network, also known as an electronic switching network (ESN), is a service in which the public switched network provides capabilities similar to those of private lines. Each node within the VPN has its own access code which can be assigned to a matching location book's NPANXX or access code. Equivalent to a private network, it is designed logically within a public network. This provides the economy of scale of a public network while offering the control of the simulated private network.

To map the digits for a VPN, click on the **Virtual Private Network** option button. Enter its filename in the Filename field and click on the **OK** command button.

The Virtual Private Network dialog will appear containing a grid in which you can enter the digit patterns to be mapped. Each line in the table represents a range of digits which you dial to reach one specific location in your VPN.

Figure 31
Virtual Private Network dialog

The image shows a screenshot of a software dialog box titled "Virtual Private Network". The dialog box has a standard Windows-style title bar with a close button (an 'X' in a square) on the left. Below the title bar, there are four labeled input fields arranged vertically: "Low Range:", "High Range:", "Location:", and "Actual NPANXX:". Each label is followed by a rectangular text entry box. At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help", each with its first letter underlined. The entire dialog box is enclosed in a black rectangular border.

To enter a range of digits and their mappings, click on Insert from the Edit drop-down menu. Another editor dialog will appear prompting you to enter the following ranges.

Low Range: In this field, enter the lowest (minimum) digit range which is dialed to reach the location on your VPN (maximum of 10 digits).

High Range: In this field, enter the highest (maximum) digit range which is dialed to reach the location on your VPN (maximum of 10 digits).

Location: Enter the location name which identifies the city and/or province/state in which the location of this VPN is found. If you do not enter a location in this field, the system will print the location name from the corresponding location book entry on the reports. This field accepts alphanumeric characters.

Actual NPANXX: In this field, enter the area code and exchange (or dial code) from the public switched network (maximum of 10 alphanumeric digits) for this location on the VPN.

Once you have entered the VPN information, click on the **OK** command button to add it to the VPN location book. Repeat this step for each VPN node you wish to add. Click on the **Cancel** command button to save this information and exit to the Virtual Private Network grid dialog. Click on **Close** from the Edit drop-down menu to exit to the Location Book Registry dialog.

Defining a Virtual Private Network (VPN)

There are several steps involved in entering a VPN and assigning it to the correct configuration. Call Accounting requires that you first create a VPN location book to map your VPN digit pattern to the actual dial codes from the domestic location book for your home node. You must then select the newly created VPN location book when defining your VPN digit patterns in the Carrier Pricing Template. Finally, you must enter this template in the Telephone Configuration Database.

Before you can enter the VPN data into your system, you must first identify its configuration including all access codes and digit patterns. Once you have obtained this data, enter it into the system using the following steps.

Step 1) Create VPN table and add it to Location Book Registry

Step 2) Assign VPN Location Book to applicable digit patterns in Carrier Pricing Template

Step 1: Create VPN table and add it to Location Book Registry

To create a VPN table, select the Virtual Private Network option from the Create Location Books dialog. Enter its filename in the Filename field without an extension (e.g., ACMEVPN) and click on the **OK** command button. Enter each VPN location's mapping parameters in the grid which appears by clicking on the **Edit** command and clicking on **Insert**. In the editor dialog which appears, enter the mapping information and click on the **OK** command button.

For example, if you are entering data for a VPN location which corresponds to NPANXX 416555, and has a VPN dial code of 888 with extensions ranging from 1000 to 9999, then enter the following:

Low Range: **8881000**

High Range: **8889999**

Location: **<leave blank>**

Actual NPANXX: **416555**

Repeat this step for each distinct location in your VPN.

Click on the **Cancel** command button to save this information and exit to the Virtual Private Network grid dialog. Click on **Close** from the Edit drop-down menu to exit to the Location Book Registry dialog.

Once you have created the location book containing the mappings for each node in your VPN, you must then add this location book to the Location Book Registry. To add this location book, click on the **Add** command button from the Location Book Registry dialog. The Location Book Selection dialog will appear.

From the Filename drop-down menu, select the filename which you entered in the Filename field in the previous step with the extension .LBK (e.g., ACMEVPN.LBK). In the Description field, enter a description of this VPN location book (e.g., Acme Virtual Network). Click on the **OK** command button to select it. This location book will be added to the Location Book Registry grid. Click on the **OK** command button to save it and exit to the main window.

Step 2: Assign VPN Location Book to applicable digit patterns in Carrier Pricing Template

The next step is to assign this location book to the applicable digit patterns in the Carrier Pricing Template. Access the Carrier Pricing Template Pricing Definition dialog and select this location book from the Location Book drop-down list box. This drop-down list box contains the description which you entered in the previous step (e.g., Acme Virtual Network). This location book will be used when you select this carrier pricing template for your telephone configuration.

Editing Location Books

To edit an existing location book in the Location Book Registry, highlight the record line of the specific location book and click on the **Edit Book** command button.

Dial Codes, V&H Dial Codes, & Virtual Private Networks

If the location book selected is a dial code, V&H dial code, or virtual private network location book, then an editor dialog will appear listing all of the location books records. Highlight the record line you wish to edit, click on the **Edit** menu item, and click on **Modify** from its cascading menu. In the dialog that appears, type over the information you wish to edit. Click on the **OK** command button to complete this edit. Continue to edit any other records in this dialog and then close this dialog to return to the Location Book Registry.

V&H Tables

If the location book selected is a V&H Table, then a dialog will appear prompting you if you wish to do a V&H Lookup or Update. Click on the appropriate command button to indicate what you wish to accomplish.

Lookup: Click on this command button to display an NPANXX's corresponding vertical and horizontal coordinates, location and lata. Enter the NPANXX you wish to look up in the Area Code and Exchange field and click on the **Lookup** command button. If this is a valid area code and exchange, the program will display this NPANXX's Horizontal Coordinate, Vertical Coordinate, Location, and Lata number.

You can continue to enter different NPANXXs by typing over the old NPANXX. Close the dialog by clicking on the **Close** command button.

Update: Click on this command button to insert additional V&H rates to this table. In the editor dialog which appears, click on the **Edit** menu item, and click on **Modify** from its cascading menu. In the Update V&H Table dialog that appears, enter the new V&H table in its fields.

Close this dialog and return to the Location Book Registry. The system will prompt you to update the V&H Table, click on the **Yes** command button to do so.

Once you have entered the location books in this database, click on the **OK** command button to save them and exit to the main window. Click on the **Cancel** command button to exit from this dialog without saving this information.

Carrier Pricing Templates

Use the Carrier Pricing Templates editor to define the criteria which determines the type and cost of a call. This information is based on the digits dialed, time of day, and date.

Click on **Location Books and Rate Tables** from the Database drop-down menu and click on **Carrier Pricing Templates** from its cascading menu. The Carrier Pricing Templates main dialog will appear containing a grid of templates.

To add a template to this grid, click on the **Add** command button. If you wish to edit an existing template, then click on the template record line in the grid and click on the **Edit** command button. To delete a template, click on the template record line and click on **Delete**.

Carrier Pricing Templates Definition

If you click on the **Add** or **Edit** command buttons, the Carrier Pricing Template Definition dialog will appear allowing you to enter the description of this template and its pricing information.

To insert a new record *below* the highlighted record, click on the **Add** command button. To insert a new record above the highlighted record, click on the **Insert** command button.

Figure 32
Carrier Pricing Templates Definition dialog

Carrier Pricing Template Definition

Description
DDD-SUB

Add Insert Edit Delete

	Digits	Comments	Rate Filename	Rate Table interface
1	[011]*	International Calls	XXXRATE	INTL1
2	[(1)]????	Long Distance Calls	XX1RATE	DDD
3	[(1)]416;{	Local Calls	LOCAL	LOCRA

Close Help

Description: Enter a description of this template.

Each pricing template can contain multiple pricing definitions. These pricing definitions will define the types of rate tables used for this template as well as any fixed costs and discount plans. To add a pricing definition to this grid, click on the **Add** command button. The Pricing Definition dialog will appear. The following section will describe how to enter the pricing definition for this grid.

Pricing Definition

The Pricing Definition dialog contains the details of the Carrier Pricing Template Definition dialog. The following is an example Pricing Definition dialog.

Figure 33
Pricing Definition dialog

Pricing Definition

Digit Patterns:

Comments:

Location Book:

Rate Filename:

Rate Table Interface: VDP Interface:

Rate Table Comments:

VDP Comments:

Cost per Minute: Call Type:

Cost per Pulse:

Cost per Call:

Duration Rounding (Seconds)

Initial:

Additional:

Enter this information in the following fields.

Digit Patterns: Enter the digit patterns to which these rates and discounts will be applied. You can enter multiple digit patterns by separating the different digit patterns with a semi-colon (e.g., 1215*;1201*;1?00*;1???*). This field accepts up to 80 alphanumeric digits.

Use the asterisk (*) or question mark (?) as wildcards for selecting common digit patterns. The asterisk is used to replace multiple digits while the question mark is used as a placeholder to replace a single digit.

If, for example, you wish to have international rates for Bell Canada applied only to calls made to international destinations from North America (i.e., calls that have a dialing prefix of 011), then you would enter **011*** in this field and select a Bell rate file for the rate tables.

Use the symbol @ to add a space between the digits on the report. Use the dash - to insert a dash between the digits on the report. For example, enter: **1@201@555-1234** to insert two spaces and a hyphen.

Use the optional flags {} (curled brackets) to select optional digits to be included in the digits dialed (digits which may or may not be present). Use the delete flags [] (square brackets) to select any digits which need to be suppressed during rate table lookups but displayed on reports. The delete flags can apply to such digits as any prefix codes which are dialed but do not apply to the actual costing of the calls. Use the optional and delete flags together [{}] to remove any optional digits from the digits dialed during rate table lookups.

For example, enter: [{1}]@???@???-????* in the Digit Patterns field to represent all long distance calls from locations in North America. The characters [{1}] suppress the digit 1 (if it appears in the digits dialed) when the system is performing a rate table lookup on the calls which are represented by the question marks (?) and asterisks (*). The at symbols (@) and hyphens (-) add spaces and hyphens to the display of the digits on the reports.

Comments: Enter a description of this pricing definition to identify its criteria and rates. This is used for informational purposes only.

Location Book: From this drop-down list box, select the name of the location book which will be used to calculate the distances between the nodes and destinations for this template. You can only select a predefined location book from this list. If the desired location book does not exist, then you must use the Location Book function to assign a location book file to the Location Book database.

Rate Filename: This drop-down list box contains the rate table filenames (omitting the .VRF extension) which are included with this application. Each template requires a rate table file from which it can use a specific rate to cost its calls. From this drop-down list box, select the name of the rate table to be used for this template. You can then select the specific rate from this rate table by selecting the appropriate name from the Rate Table Interface drop-down list box.

Edit: To edit the rates in the rate table file, click on this command button. This will access the Rate Interface Editor dialog for this rate table file. Use the functions in this editor to add new rates or edit existing rates.

Rate Table Interface: From this drop-down list box, select the name of the rate which will be used to cost the calls using this template. This list box contains the available rates of the rate table selected from the Rate Filename drop-down list box.

Each name in the Rate Table Interface drop-down list corresponds to the Rate Table Link (RTL) field of the rate table. The Rate Table Comments text briefly describes this selected rate and corresponds to the text in the Description field of the rate table.

VDP Interface: A volume discount plan is a discount offered by the carrier which can be used to apply discounts for specific use of the service. If this service uses a volume discount plan, then select this plan from the VDP Interface drop-down list box. This discount will be applied to the total usage of all calls which use this service.

The VDP value entered in the Rate Interface Editor (following sections) applies to the individual calls made through that service. Therefore, if you enter a VDP in this field and in the Edit Variable Rate Table VDP field, each discount will be applied to both of these costs; one to the individual calls and the second to the totals.

Each name in the VDP Interface drop-down list box corresponds to the text in the Table field of the Volume Discount Plan grid in the Edit Variable Rate Table. The VDP Comment text corresponds the text in the Description field of this editor.

Cost per Minute: Enter any additional costs per minute to be applied to each call matching the digit criteria.

Cost per Pulse: Enter any additional costs per metered pulse (for metered pulse systems) to be applied to each call matching the digit criteria.

Cost per Call: Enter any additional costs to be applied to each call matching the digit criteria.

Call Type: From this drop-down list box, select the type of call which is being costed. You must have previously defined these call types using the Call Type Definition function.

Duration Rounding (Seconds): In the Initial and Additional fields, enter the initial price period and additional price period in seconds. These represent the rounding factor for the calculation of the duration for all calls made through this trunk group.

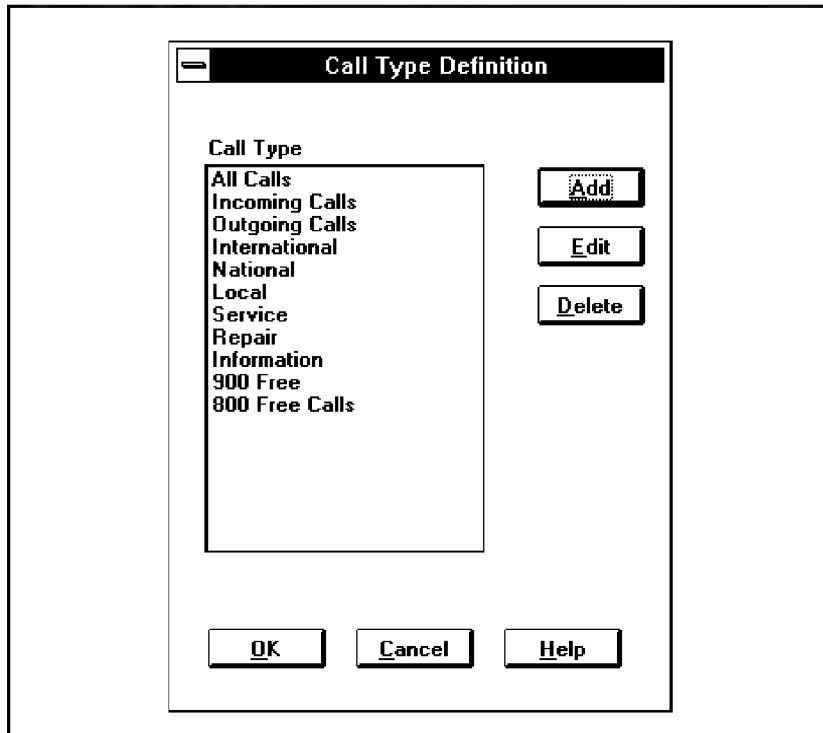
Once you have entered the pricing information for this template, click on the **OK** command button to save it and exit to the Carrier Pricing Templates Definition dialog. Next, click on the **Close** command button to exit to the Carrier Pricing Templates main dialog. To exit the Carrier Pricing Templates dialog, click on the **OK** command button.

Call Type Definition

The Call Type Definition function allows you to specify the different types of calls used when you are defining the trunk usage of calls. This will distinguish the types of calls to allow for different costing to be applied to each call matching the call criteria.

To access this dialog, click on **Location Books and Rate Tables** from the Database drop-down menu and click on **Call Type Definition** from its cascading menu.

Figure 34
Call Type Definition dialog



To add a record to this database, click on the **Add** command button. A dialog will appear prompting you to enter the call type that you wish to add to the Call Type list. Click on the **OK** command button to save this call type and exit to the Call Type Definition dialog.

Once you have entered the information in this list, click on the **OK** command button to save it and exit to the main window. Click on the **Cancel** command button to exit without saving any changes.

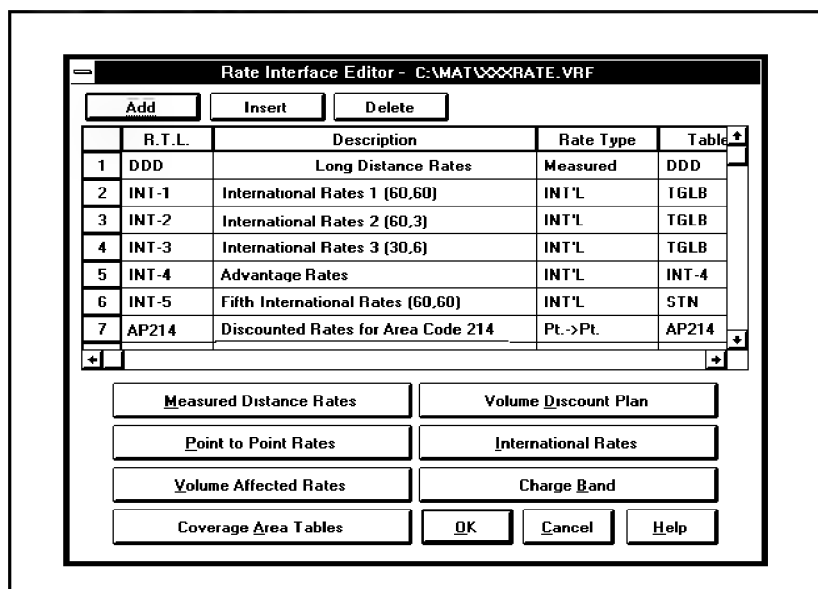
Edit Variable Rate Table

Call Accounting includes common rate tables offered by the different carriers. The rate tables contain the required rates and coverage areas which define the locations (area codes, exchanges, etc.) from where calls are made. This way, the system will know which call will be costed with which rate.

To edit a Variable Rate Table, click on **Location Books and Rate Tables** from the Database drop-down menu and click on **Edit Variable Rate Table**. An Open dialog will appear listing the available Variable Rate Table files (with extensions .VRF). These files are located in the working directory of the installed Call Accounting system.

Select the desired file by clicking on its filename and then on the **OK** command button. If the Variable Rate Table files are located in a different drive or directory, then select these files from their appropriate list boxes. Once you open a Variable Rate Table file, the Rate Interface Editor dialog will appear.

Figure 35
Rate Interface Editor dialog



Use the following order of operations when setting up and implementing your rate tables.

- 1** Create rate tables using the Measured Distance Rates, Point to Point Rates, Volume Affected Rates, International Rates, or Charge Band editors.
- 2** Define any coverage areas using the Coverage Area Tables editor (optional).
- 3** Define any volume discount plans using the Volume Discount Plan editor (optional).
- 4** Enter the rate table codes and any supporting information such as descriptions and pricing periods in this grid.

To create a table (each entry represents a rate table), highlight a record line and click on the **Add** or **Insert** command buttons. A record will appear in the grid with default values in the Rate Type, IPP, and APP fields. Enter the following information for each record.

Rate Table Link (R.T.L.): Enter the code which uniquely identifies this rate table (up to a maximum of five characters). Select this code when you define your nodes' carrier pricing templates.

Description: Enter a description of this table (maximum of 40 characters). This is used for informational purposes only.

Rate Type: This defines the type of costing method used for this rate. From this drop-down list box, select the type of rate which this rate table represents.

Table 39
Rate Type description

Rate Type	Description
Measured	Measured Distance Rates (distance based costing)
Pt. Pt.	Point to Point Rates (costing independent of distance)
Volume	Volume Affected Rates (costing based on volume)
E.A.S.	Extended Area of Service (local free calling area)
INT'L	International rates
Charge Band	Charge Band (costing based on time bands, dial codes, and holiday files)
—end—	

Table: Enter the table name (maximum five characters) which identifies the costing table previously defined in the rate definition functions. This can include the rate tables defined under the Measured Distance Rates, Point to Point Rates, Volume Affected Rates, International Rates, and Charge Band functions.

Initial Price Period (IPP): This field lists the time period (in seconds) on which the initial cost is calculated. For example, if you enter **60**, then the initial cost will be applied to the first 60 seconds of a call.

Additional Price Period (APP): This field lists the time period (in seconds) for each additional cost increment. For example, if you enter **60**, the additional cost will be added to the initial cost for each 60 second time unit.

The Initial and Additional Price Period fields are convenient for entering specific time units for different services.

Costing methods

To view the list of existing rate tables, click on the appropriate command button which corresponds to the rate type in the Rate Type field. From these editor dialogs, you can create or edit the rates.

For example, to edit the costs of a rate which is costed as 'Measured', click on that record to highlight it and click on the **Measured Distance Rates** command button to view the list of defined rates.

Measured Distance Rates

Use this function to set up the rates for Direct Distance Dialing (DDD) charges. These charges will be calculated using standard geographic distances as obtained from the location books.

To enter measured distance rate information, click on the **Measured Distance Rates** command button. The Measured Distance Rates dialog will appear containing a grid of the available measured distance rates. This grid contains a table ID and description for this rate.

To enter a new rate in this grid, highlight the record line where you wish to add a new rate and click on the **Add** or **Insert** command buttons. To edit an existing rate, click on the record in the grid to highlight it and type in the new information. If you wish to delete the highlighted rate, click on **Delete**.

Enter the descriptive information for this rate in the following fields.

Table: Enter the unique ID (maximum of five characters) which identifies this rate. This ID corresponds to the record's code in the Table field in the Edit Variable Rate Table (previous dialog).

Description: Enter a description for this rate. This is used for informational purposes only.

Edit Regions

The next step is to define (or edit) the regions to which these rates belong. Some telecommunications carriers further divide rates into different regions. Highlight the record which you wish to define and click on the **Edit Regions** command button. The Region Tables dialog will appear asking you to define the calling region tables and their applicable rates.

To define a region and create a rate table for it, click on the **Add** or **Insert** command buttons. To edit an existing table, click on the record line in the grid and type in the new text over the old text. Enter the region's information in the following fields.

Region: Enter a unique name up to a maximum of 12 characters which identifies this region (e.g., TX). This name distinguishes the current region's rates from other regions in this grid.

Min. Chg.: Enter the minimum amount which will be charged to a call made using this service (e.g., \$0.34). This charge will be applied to any call that uses this calling service.

Msg. Chg.: Enter a charge per call to be added to the regular cost of the call. Each call will have this message charge applied to it.

Enter Measured Distance Rates

Once you have entered the region's general information, you must enter the coverage areas and the actual rates for the region. To enter this information, click on the record to highlight it and click on the **Edit Rates** command button.

Perform the following steps to enter this measured distance rate information.

- 1 Identify the region, pricing parameters, and coverage area.
- 2 Define the relevant discount periods.
- 3 Define the mileage bands and rates for each discount period.

Step 1: Define Coverage Area

The coverage area is defined by the location book which is used by the Carrier Pricing Templates. Each value in a coverage area table is dependent on its definition in a specific location book.

To enter the type and value for the coverage area, click on the **Calling Area** command button. The Coverage Area dialog will appear containing a grid in which you can enter all of the coverage area values for this rate table.

Figure 36
Measured Distance Rates dialog

Measured Distance Rates

Step 1: Identify region, pricing parameters and calling area.

Region	Minimum Charge	Message Charge	
TELEBEC 1	0.34	0.00	Calling Area

Step 2: Define any relevant discount periods.

Step 3: Define mileage bands and rates for each discount period.

	Miles	Basic Initial Cost	Basic Additional Cost	Discount 1 Initial Cost	Discount 1 Additional Cost	Discount 2 Initial Cost	Discount 2 Additional Cost	Discount 3 Initial Cost	
1	10	0.23	0.23	0.1495	0.1495	0.092	0.092	0	↑
2	14	0.28	0.28	0.182	0.182	0.112	0.112	0	
3	22	0.32	0.32	0.208	0.208	0.128	0.128	0	
4	30	0.36	0.36	0.234	0.234	0.144	0.144	0	
5	40	0.41	0.41	0.2655	0.2655	0.164	0.164	0	↓
+									+

For each coverage area, you must select the type and value of the area which is being defined. To enter the coverage area types and values for the rate table, click on the grid in this dialog and click on the **Add** or **Insert** command buttons. Enter the information in the following fields.

Type: Click on the Type field and its drop-down list box will appear. Select the type of area you wish to define from the following items.

Area Code: This represents the location's exact area code (e.g., 201).

Exchange: This represents the location's exact exchange (e.g., 201829).

Lata: This is a unique code which identifies this location distinct from the area code or exchange (e.g., 851).

Location: This is the general name for this location as defined in the location book (e.g., DALLASTX). This will include all of the area codes and exchanges listed under the location.

Prov/State: This is a two digit code representing the province or state as listed in the location book (the last two digits in the location field, e.g., 201).

Dial Code: Enter the alphanumeric digits that represent the dial code of the location as defined in the location book.

Table: This represents the Area Definition Table you define with the Coverage Area Definition function. This is useful for assigning unique areas to a customized table and then selecting it for different rate tables.

The Area Code, Exchange, Lata, Location, and Province/State all appear in the North American V&H Table.

Value: Enter the value of the location which you specified in the Type field. For example, if you are entering a coverage area of Texas, select Prov/State from the Type drop-down list box and enter **TX** in the Value field.

Once you have selected the areas which will be covered by this rate, click on **OK** to save them and exit to the Measured Distance Rates dialog.

Step 2: Define Relevant Discount Periods

The next step is to define the time periods to which the rates apply. This is an optional step which you can perform if your carrier offers discount periods for its rates. For example, if your carrier offers discounts weekdays between 11:00 pm and 8:00 am, then select a date period of Monday to Friday and time periods from 23:00 to 23:59 and 00:00 to 7:59.

You can define up to four different discount periods for a rate table. To enter these discount periods, click on the **Period** command button in the Measured Distance Rate dialog. The Time Discount dialog will appear containing a grid of date and time ranges.

To enter the date and time periods in these fields, click on the **Add** or **Insert** command buttons and enter the following information.

Day Start/Day End: From the Day Start and Day End drop-down list boxes, select the days of the week for this range.

Time Start/Time End: In the Time Start and Time End fields, enter the start and end times (in 24 hour format) for this discount period.

Once you have entered the information in this grid, click on the **OK** command button to save it and exit to the Measured Distance Rates dialog. Click on the **Cancel** command button to exit from this dialog without saving these changes.

Step 3: Define Mileage Bands and Rates

Once you have defined the coverage areas and any relevant discount periods for this rate table, you can enter its rates in the Measured Distance Rates dialog grid. Each record in this grid represents the rate for a specific mileage band and includes the basic costs (initial and additional price periods) and any additional discounts that are applicable. To enter these rates, click on the record line in the grid and type in the following information.

Miles: Enter the distance which will be used to calculate the rate. The basic and discount rates for this record will be applied to calls made to locations within this mileage band.

Basic Initial Cost: Enter the cost to be charged over the initial price period specified for this rate (e.g., \$0.37 for 60 seconds). This price period was entered in the Initial Price Period field of the Rate Interface Editor dialog.

Basic Additional Cost: Enter the amount to be charged over the subsequent time periods specified for this rate (previously entered in the Additional Price Period field of the Rate Interface Editor dialog).

Discounts: Enter any discounts which need to be applied to this rate. You can enter up to four different discounts for each rate. These discounts apply to the time periods you defined in the Time Discount function (previous step). Type in the initial and additional costs in the initial and additional discount fields (e.g., Discount 1 Initial Cost field, Discount 1 Additional Cost field, Discount 2 Initial Cost field, etc.). These discounts are the new lower costs. They are not discounts subtracted from initial and additional costs, or percentages.

Once you have completed entering the costs and discounts for this rate table, click on the **OK** command button to save them and exit to the Region Tables dialog. Click on the **OK** command button until you have returned to the Rate Interface Editor dialog.

Point to Point Rates

Click on the **Point to Point Rates** command button to define the rates for calls made from one node to multiple points at any destination. This will access the Point to Point Rates dialog in which you can define the rate table's general information.

To enter a point to point rate in this database, highlight a record line in the grid and click on the **Add** or **Insert** command buttons. Type in the appropriate information in the following fields.

Table: Enter a unique rate table ID (maximum of five characters) which identifies this type of rate. This table ID corresponds to the table ID in the Rate Interface Editor dialog (previous dialog).

Description: Enter a description for this rate. This is used for informational purposes only.

Edit Rates

To enter the actual rate information for the records in this grid, you must highlight the record and click on the **Edit Rates** command button. The editor dialog is divided into three sections which outline the steps required to enter point to point rates.

- 1 Identify and describe the point to point rate table.
- 2 Define any relevant discount periods.
- 3 Define the point to point rates for each discount period.

Step 1: Identify Point to Point Rate Table

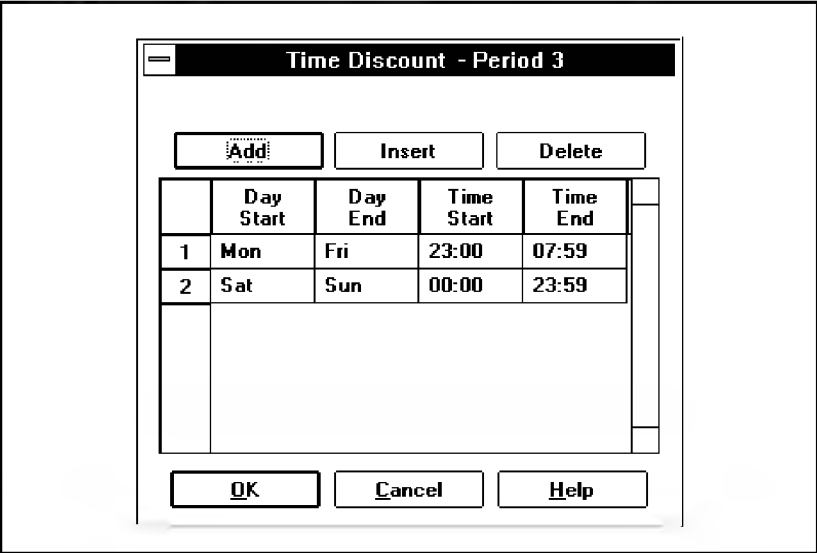
This first section identifies the Point to Point Rate Table you defined in the previous dialog. It contains the table ID and its description. This is used for informational purposes only and is used to help match the rates you are entering with the correct rate table ID.

Step 2: Define Relevant Discount Periods

The next step is to define the time periods to which the rates apply. This is an optional step which you can perform if your carrier offers discount periods for its point to point rates. For example, if your carrier offers discounts during weekdays between 11:00 pm and 8:00 am, then select a date period of Monday to Friday and time periods from 23:00 to 23:59 and 00:00 to 7:59. You can define up to four different discount periods for this rate table.

To enter these discount periods, click on the period command button in the Point to Point Rates dialog. The Time Discount dialog will appear containing a grid of date and time ranges.

Figure 37
Time Discount dialog



To enter the date and time periods in these field, click on the **Add** or **Insert** command buttons and enter the following information.

Day Start/Day End: From the Day Start and Day End drop-down list boxes, select the days of the week for this range.

Time Start/Time End: In the Time Start and Time End fields, enter the start and end times (in 24 hour format) for this discount period.

Once you have entered the information in this grid, click on the **OK** command button to save it and exit to the Point to Point Rates dialog.

Step 3: Define Point to Point Rates

Each record in the Rates grid represents the rate for a specific point to point destination and includes the basic costs (initial and additional price periods) and any additional discounts that are applicable. To enter these rates, click on the record line in the grid and type in the following information.

To: Enter the location or code specified under the Coverage Area Tables function for the destination of this point. The table is searched in the order in which it is entered. The basic and discount rates for this record will be applied to calls made to this location.

Basic Initial Cost: Enter the cost to be charged over the initial price period specified for this rate (e.g., \$0.37 for 60 seconds). This price period was entered in the Initial Price Period field of the Rate Interface Editor dialog.

Basic Additional Cost: Enter the amount to be charged over the subsequent time periods specified for this rate (previously entered in the Additional Price Period field of the Rate Interface Editor dialog).

Discounts: Enter any discounts which are applicable to this rate. You can enter up to four different discounts for each rate. These discounts apply to the time periods you defined in the Time Discount function. To enter these discounts, type in the initial and additional costs in their appropriate discount fields (e.g., Discount 1 Initial Cost field, Discount 1 Additional Cost field, Discount 2 Initial Cost field, etc.).

Note: These discounts are the new lower costs. They are NOT discounts subtracted from the initial and additional costs.

Once you have completed entering the costs and discounts for this rate table, click on the **OK** command button to save them and exit to the main Point to Point Rate Tables dialog. Continue to click on the **OK** command button until you have returned to the Rate Interface Editor dialog.

Volume Affected Rates

Some carriers offer rates based on volume of usage. These rates can be assigned to specific coverage areas. To define the volume affected rates, click on the **Volume Affected Rates** command button. The main Volume Affected Rates dialog will appear containing a grid of the rate tables and their descriptions.

To define a volume affected rate table, click on the **Add** or **Insert** command buttons and enter the following information.

Table: Enter the unique table ID which identifies this volume affected rate. This corresponds to the Table field of the matching record in the Edit Variable Rate Table grid (previous dialog).

Description: Enter the description of this rate. This is used for informational purposes only.

Type: The Type field identifies the type of costing which will apply. Select Flat or Tier from this drop-down list box.

Flat: The volume rates will be calculated over a flat rate (threshold driven). The total time or cost will be discounted at the rate listed for that range. All other discounts will be ignored.

Tier: This will blend the sum of the costs over all of the time or cost increments. This is a gradual costing structure. For example, some rates gradually decrease the more the service is used.

Time: This field defines the time frames over which the volumes of calls will be charged. Select Hours or Minutes from this drop-down list box. When you enter the volume rates, the costs will be applied in hours or minutes.

Edit Volume Affected Rates

To enter the coverage area and rate information for the volume affected rate tables you defined in the main Volume Affected Rates Table dialog, click on the record in the grid to highlight it and click on the **Edit Rates** command button. This dialog is divided into three sections. Each section details a specific feature of the rates such as its ID, description, coverage areas, and rates.

Figure 38
Volume Affected Rates dialog

Volume Affected Rates																																					
Table: H1		Description: Houston Local Rates																																			
Type: Flat																																					
Time: Hours																																					
Coverage Area		Rate Table																																			
Add Insert Delete		Add Insert Delete																																			
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">#</th> <th style="width: 45%;">Type</th> <th style="width: 50%;">Value</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	#	Type	Value																<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">#</th> <th style="width: 45%;">Period</th> <th style="width: 50%;">Cost</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	#	Period	Cost															
#	Type	Value																																			
#	Period	Cost																																			
OK Cancel Help																																					

Perform the following steps in entering the rate information for this rate table.

- 1 Verify that the information is accurate and will be applied to the desired rate table.
- 2 Enter the coverage area to which this rate table applies.
- 3 Enter the rate table information to which this rate table applies.

Step 1: Verify General Rate Table Information

This section lists the general information for this rate table and corresponds to the values entered in the main Volume Affected Rates Table dialog (previous dialog). Verify that the table, type, time, and description entered match the rate table entered in the previous dialog.

Step 2: Enter Coverage Area Information

The next step is to specify the area which will be covered by these rates. The coverage area is the area to which this rate applies and is defined by the location book. Each value in the coverage area grid is dependent on its definition in a specific location book.

To enter this information, click on the **Add** or **Insert** command buttons in the Coverage Area grid. Enter the following information in the dialog which appears.

Type: Click on the Type field and its drop-down list box will appear. Select the type of area you wish to define from the following items.

Area Code: This represents the location's exact area code (e.g., 201).

Exchange: This represents the location's exact exchange (e.g., 201829).

Lata: This is a unique code which identifies this location distinct from the area code or exchange (e.g., 851).

Location: This is the general name for this location as defined in the location book (e.g., DALLASTX). This will include all of the area codes and exchanges listed under the location.

Prov/State: This is a two digit code representing the province or state as listed in the location book (the last two digits in the location field, e.g., 201).

Dial Code: Enter the alphanumeric digits that represent the dial code of the location as defined in the location book.

Table: This represents the Area Definition Table you define in the Coverage Area Definition function. This is useful for assigning unique areas to a customized table and then selecting it for different rate tables.

The Area Code, Exchange, Lata, Location, and Province/State all appear in the North American V&H Table.

Value: Enter the value of the location which you specified in the Type field. For example, if you are entering a coverage area of Texas, select Prov/State from the Type drop-down list box and enter **TX** in this field.

Repeat this step for all of the coverage areas which need to be defined.

Step 3: Enter Rate Table Information

The final step in entering this table's rate information is to enter the actual volume charges (rates) for the selected rate. To enter these rates and the periods over which they will apply, click on the **Add** or **Insert** command buttons in the Rate Table grid.

Period: Enter the time period over which the costs will be applied. This time period is set in hours or minutes based on the whichever you selected in the Time field of the general information grid.

Cost: Enter the actual cost of usage over this time period. For example, if 10 hours of usage is costed at \$20.00, then enter **10** in the Period field and **20** in this field (ensuring the period selected is Hours).

Repeat this step for all of this table's rates. Click on the **OK** command button to save these changes. Continue to click on the **OK** command button until you have returned to the Rate Interface Editor dialog.

Coverage Area Tables

The coverage area for each rate is defined by the location book which is used by the Carrier Pricing Templates. Each value in the coverage area table is dependent on its definition in the specific location books. This is useful for assigning unique areas to a customized table and then selecting the table for different rate tables.

To define a coverage area table, click on the **Coverage Area Tables** command button in the Rate Interface Editor dialog. The Coverage Area Table dialog will appear. To create a table, click on the **Add** or **Insert** command buttons. Enter its general information in the following fields.

Table: Enter the table ID which uniquely identifies this table.

Description: Enter a description of this table for informational purposes.

Enter Coverage Area

Once you have created a coverage area table, you can enter the areas which it contains by clicking on the record line in the grid to highlight it and click on the **Edit Regions** command button. The Coverage Area dialog will appear containing a grid in which you can enter all of the coverage area values for this table in the following fields.

Type: Click on the Type field and its drop-down list box will appear. Select the type of area you wish to define from the following items.

Area Code: This represents the location's exact area code (e.g., 201).

Exchange: This represents the location's exact exchange (e.g., 201829).

Lata: This is a unique code which identifies this location distinct from the area code or exchange (e.g., 851).

Location: This is the general name for this location as defined in the location book (e.g., DALLASTX). This will include all of the area codes and exchanges listed under the location.

Prov/State: This is a two digit code representing the province or state as listed in the location book (the last two digits in the location field, e.g., TX).

Dial Code: Enter the alphanumeric digits that represent the dial code of the location as defined in the location book.

Table: This represents the Area Definition Table you define in the Coverage Area Definition function. This is useful for assigning unique areas to a customized table and then selecting it for different rate tables.

The Area Code, Exchange, Lata, Location, and Province/State all appear in the North American V&H Table.

Value: Enter the value of the location which you specified in the Type field. For example, if you are entering a coverage area of Texas, select Prov/State from the Type drop-down list box and enter **TX** in the Value field.

Repeat these steps for each coverage area table you wish to define. Click on the **OK** command button to save these changes. Once you have entered the information for each rate table, click on the **OK** command button to save this rate table file and exit to the Rate Interface Editor dialog. Click on the **Cancel** command button to exit without saving these changes.

Volume Discount Plan

Use the Volume Discount Plan function to define any additional volume based discounts which may be applied to this rate table. Some carriers may offer additional discounts to their regular rates (discounted or otherwise) based on volume of usage. Once you have selected a rate table, you can enter its applicable VDPs using this function. You can then select this rate table's VDP by selecting its ID in the Carrier Pricing Table.

To create volume discount plans, click on the **Volume Discount Plan** command button in the Rate Interface Editor dialog. To enter a volume discount plan, click on the **Add** or **Insert** command buttons. Enter this plan's information in the following fields.

Table: Enter the ID which uniquely identifies this VDP. This corresponds to the value in the VDP field for the rates you define in the Carrier Pricing Table function.

Description: Enter a description of this VDP for informational purposes.

Type: The VDP type field represents the type of discount which will applied to this VDP. Select Flat or Tier from this drop-down list box.

Flat: The volume rates will be calculated over a flat rate (threshold driven). The total time or cost will be discounted at the rate listed for that range. All other discounts will be ignored.

Tier: This will blend the sum of the costs over all of the time or cost increments. This is a gradual costing structure. For example, some rates gradually decrease the more the service is used.

Discount: This field lists the type of discount which will be applied to this VDP and will be reflected in the amount you specify in the Rates editor. Select either a discount by amount spent (dollars) or time spent (minutes) from this drop-down list box.

Edit Volume Discount Plan

Once you have entered the general information for this VDP, you can enter its discount rates by clicking on the record in the VDP grid and clicking on the **Edit Rates** command button. This will access the Volume Discount Plans editor dialog. This dialog contains four sections, each of which describes a specific feature of the VDP.

Figure 39
Volume Discount Plans editor

Volume Discount Plans

Record Information

Table: ADV

Description: Advantage Preferred Service

Type: Flat

Discount: Dollars

Time Period

Add

Insert

Delete

	Day Start	Day End	Time Start	Time End
1	Sun	Sat	00:00	23:59

Coverage Area

Add

Insert

Delete

	Type	Value
1	Area Code	011
2	Area Code	909
3	Table	CAN
4	Table	USA

Rates

Add

Insert

Delete

	Dollars	% Discount	
1	0	0	
2	200	10	
3	2000	12	
4	5000	14	
+			+

OK

Cancel

Help

Section 1: Record Information

The first section of the Volume Discount Plan Rates dialog lists this VDP's general information which was entered in the grid of the previous dialog. Review this information to ensure that the rates for the correct VDP were entered.

Section 2: Coverage Area

In order for this VDP to be applied to calls, its coverage area must be specified. This way the system will know what calls use this VDP. To specify the coverage area for a selected VDP, click on the **Coverage Area** grid and click on the **Add** or **Insert** command buttons. Enter the coverage area information in the following fields.

Type: Click on the Type field and its drop-down list box will appear. Select the type of area you wish to define from the following items.

Area Code: This represents the location's exact area code (e.g., 201).

Exchange: This represents the location's exact exchange (e.g., 201829).

Lata: This is a unique code which identifies this location distinct from the area code or exchange (e.g., 851).

Location: This is the general name for this location as defined in the location book (e.g., DALLASTX). This will include all of the area codes and exchanges listed under the location.

Prov/State: This is a two digit code representing the province or state as listed in the location book (the last two digits in the location field, e.g., TX).

Dial Code: Enter the alphanumeric digits that represent the dial code of the location as defined in the location book.

Table: This represents the Area Definition Table you defined in the Coverage Area Definition function. This is useful for assigning unique areas to a customized table and then selecting it for different rate tables.

The Area Code, Exchange, Lata, Location, and Province/State all appear in the North American V&H Table.

Value: Enter the value of the location which you specified in the Type field. For example, if you are entering a coverage area of Texas, select Prov/State from the Type drop-down list box and enter **TX** in the Value field.

Section 3: Time Period

To specify the day and time ranges to which this VDP applies, click on the Time Period grid, click on the **Add** or **Insert** command buttons, and enter the day and time ranges in these fields. Any calls made within these ranges will have this VDP applied to them. Enter the following information in these fields.

Day Start/Day End: From the Day Start and Day End drop-down list boxes, select the days of the week for this range.

Time Start/Time End: In the Time Start and Time End fields, enter the start and end times (in 24 hour format) for this discount period.

Section 4: Rates

Enter the rate discounts for this VDP in the Rates grid. These discounts will be applied as a percentage discount over a dollar or time value. To enter these discounts, click on the **Rates** grid, click on the **Add** or **Insert** command buttons, and type in the following information:

Dollars/Minutes: Enter the amount in dollars or minutes (depending on what was specified in the Discount field of the main VDP dialog) over which the discount will apply.

Percent (%) Discount: Enter the percentage amount to be discounted from the associated rate. This percentage will either apply to the total dollar or minute amount.

If, for example, you specified 10.00 as the dollar amount and **10** as the Percent Discount amount, then there will be a \$1.00 discount on \$10.00 spent. Therefore, you would only be charged \$9.00.

Once you have entered the rates for these VDPs, save them by clicking on the **OK** command button. Continue to click on the **OK** command button until you have returned to the Rate Interface Editor dialog.

International Rates

Call Accounting includes a number of international rate files which contain predefined rates based on common carriers. Use this function to view these rates, or, if necessary, edit them to correspond with your carrier's rates. These rates usually differ from the local area rates as defined in the location books. Each international rate table file is named INTLRATE.xxx where 'xxx' can represent a specific carrier.

Note: If you are defining rates from locations other than North America, then you must define your international rates using the Charge Bands function.

To access the International Rates function, click on the **International Rates** command button from the Edit Variable Rate Table. In the International Rates dialog which appears, enter the general descriptive information for this international rate table.

To create an international rate table, click on the International Rates grid and click on the **Add** or **Insert** command buttons. Enter this rate table's general information in the following fields.

Table: Enter the table ID which uniquely identifies this international rate table. This ID corresponds to the ID in the Table field of the Edit Variable Rate Table grid.

Description: Enter a description for this rate. This is used for informational purposes only.

File: Enter the filename for this international rate in the form INTLRATE.xxx ('xxx' represents a unique code which identifies this filename). As a rule, you should enter an extension which represents the carrier offering this rate.

Edit International Rates

Once you have entered the descriptive information for each rate table file, you can enter their rates by clicking on the rate table record and clicking on the **Edit Rates** command button. The International Rates dialog will appear listing the current rate table's information. From this editor you can enter country codes, their applicable rates, and any applicable discounts.

The grid represents international destinations outside of North America and contains information on the country, its route, country code, and rates. To enter information in this grid, click on it and click on the **Add** or **Insert** command buttons. Enter the information in the following fields.

Country: Enter a code (maximum of three digits) which uniquely identifies this country.

Route: This code identifies the region within the country. This is used for informational purposes and is not required for accurate costing.

Location: Enter the name of the country.

Init \$: Enter the price which will be charged over the initial price period of this call (e.g., \$2.51 over 60 seconds). This cost will be applied to the initial price period defined in the Edit Variable Rate Table.

Add'l \$: Enter the amount which will be charged over all additional price periods.

The Rates grid contains any optional discounts which will be applied to all of the countries entered in this table. Some carriers may offer discounted rates for calls made to international locations. In this grid, enter the discounted rates and the date and time ranges for which these discounted rates apply.

Day Start/Day End: From the Day Start and Day End drop-down list boxes, select the days of the week for this range.

Time Start/Time End: In the Time Start and Time End fields, enter the start and end times (in 24 hour format) for this discount period.

Init \$: Enter the new rate to be applied over the initial price period for international calls made to these locations. This rate represents the new initial cost, not a discount of the regular initial cost.

Add'l \$: Enter the new rate to be applied over all additional price periods.

Once you have entered the information for this rate table, click on the **Close** command button to save it and exit to the previous International Rates dialog. Click on the **OK** command button to save this information and exit to the Rate Interface Editor dialog. Click on the **Cancel** command button to exit from this dialog without saving these changes.

Charge Bands

Some carriers offer rates based on specific charge bands which distinguish different rates over specific zones. Use the Charge Bands function to define these zones, specify the time bands over which the rates will apply, and enter their costs.

To define charge bands for the rate tables which require this type of costing, click on the **Charge Bands** command button from the Rate Interface Editor dialog. This will access the Charge Bands dialog.

To define the charge band tables, click on the grid and click on the **Add** or **Insert** command buttons. Enter each charge band's ID and general information in the following fields.

Table: Enter the table ID which uniquely identifies this charge band. This ID corresponds to the table ID from the Edit Variable Rate Table grid.

Description: Enter a description of this charge band table for informational purposes.

File: Each charge band table consists of specific time band tables, carrier cost tables, and dial code books. Enter a filename (maximum of eight characters) which will be used by these tables for this charge band. Only enter the name of this file. Do not enter its extension because each table used by this charge band will have its own extension.

For example, if you enter **TELCO** in this field, then when you access the Time Band, Carrier Costs, and Dial Code functions, the system will create the following files for this table: TELCO.TDB (Time Band); TELCO.RBK (Carrier Costs); and TELCO.CBK (Dial Code).

Holiday File: In this field, type in the name of the holiday file that you wish the system to access.

Note: Do not include this file's extension (i.e., .HOL), since the file already resides in the EXE directory.

Once you have entered the general information for each charge band, you must define their time bands, charge bands, holiday files, and dial codes. Click on a record in the grid to highlight a table and click on the appropriate command button to enter its criteria. Refer to the following sections for complete details on entering this information.

Dial Codes

Dial Codes are used to identify into which charge band a particular call is to be placed. For every location in the country, there is a different set of rules as to which dial codes are within which charge bands. In addition, there will be several code books for each dial code area (town), since each carrier uses unique charge bands. Each dial code uses the defined carrier rate tables (charge bands) and time bands to define what costs are applied to that location.

To define the dial codes for a charge band table, click on the charge band record in the Charge Bands grid and click on the **Dial Code** command button. If the system has not created a file for this dial code book (e.g., TELCO.CBK), then it will prompt you to do so. Click on the **OK** command button to create this file and access the Dial Codes dialog.

To enter the dial codes for this charge band, click on the **Dial Code** grid and click on the **Add** or **Insert** command buttons. Enter the dial code information in the following fields.

Dial Code: Enter the alphanumeric dial code which will use the rates identified in the Carrier Cost Tables. This dial code corresponds to the first two digits of the digits dialed segment of each call record. Enter a dial code in this field to identify local and municipal dial codes or international dial codes.

Minimum Call Duration: Use this field to eliminate the reporting of calls which are very short in duration such as misdialed calls or busy signals. Enter the time in seconds in this field. If the system encounters a call with a duration of less than this value, it will ignore the call on the reports.

Connect Time: The system needs to establish when to start charging for a call. As each dial code is a different location, theoretically there may be different connect times for each entry. The system subtracts the connect time entered in this field from the call duration in order to produce an accurate chargeable duration. Enter this value in seconds.

Charge Band: From this drop-down list box, select the Charge Band ID which you entered in the Carrier Cost Table function (previous section). This will link the charges in the Carrier Cost Table function and their associated time bands with this dial code.

Once you have entered the dial codes to be used by this charge band, click on the **OK** command button to save them and exit to the main Charge Bands dialog.

Time Bands

Some carriers offer different rates at different times (e.g., discounts after 6:00 pm). The Time Band function allows you to define these time ranges which are used by this charge band, and to set up a table of time bands which can then be used by the Dial Code function.

To select a time band, click on a record in the grid of the Charge Bands dialog and click on the **Time Band** command button. Before you enter the time ranges for these types of time bands, you must enter the titles of the categories for them. To enter these new titles, click on the **Category** command button and type in the names of the time ranges.

The system defaults to the following names: Premium, Standard, Economy, and Custom. At the prompt which appears, enter up to four category names (maximum of 12 characters each) and click on the **OK** command button to save them. These new category names will appear in the field headers of the Time Bands grid.

To enter a time band table, click on the grid and click on the **Add** command button. Enter the type number which uniquely identifies this time band and click on the **OK** command button. Next, enter the following information in the fields for this record.

Time Start/Time End: Enter the start and end times (in 24 hour format) for this time band in each category's fields.

Day Start/Day End: From these drop-down list boxes, select the days for this range (i.e., Sun, Mon, Tues, Wed, Thurs, Fri, Sat, or Hol).

You can define up to four different time and day ranges for a particular time band.

Figure 40
Example Time Band

Time Band - Insert

Type: 1	Time Start	Time End	Day Start	Day End
Premium	07:00	17:59	Mon ↓	Fri ↓
Standard	18:00	19:59	Mon ↓	Fri ↓
Economy	20:00	06:59	Mon ↓	Fri ↓
Custom			↓	↓

Each time band entry that is defined should incorporate all time specifications within one week (including weekends). Enter any additional time periods of the same time band by adding another record into this grid, entering the same type ID in the Type field (e.g., 1), and enter the remaining time and day ranges in the record's fields. If all of the required time periods are not included, then calls made will not be costed properly.

Once you have entered the time bands for this charge band, click on the **OK** command button to save them and exit to the Charge Bands dialog.

Carrier Costs

The Carrier Costs function allows you to allocate a cost to a given call which has been categorized into a particular rate and charge band. Decide on which type of costing system you will use before creating this type of table. There are two types of costing methods.

- Defined meter pulse costing
- Cost per minute costing

To define the carrier costs for a table in the Charge Band grid, click on the table record in that grid to highlight it and click on the **Carrier Costs** command button. If the system has not created a file for this carrier cost table (e.g., TELCO.RBK), then it will prompt you to create the file.

To insert a record into this grid, click on the **Add** or **Insert** command buttons. Enter the costing information in the following fields.

Description: Enter a description of this table for informational purposes.

Cost By: Call Accounting can cost calls either by applying defined meter pulse costing or cost per minute costing. If you select Seconds per Meter Pulse, then enter the cost per meter pulse in the Cost per Meter Pulse field. If you use cost per minute costing, then enter the cost per minute in the Cost per Minute field.

Cost per Meter Pulse/Cost per Minute: This is the unit cost applied to all calls by the carrier either per meter pulse or per minute (depending on the costing criteria you entered in the Cost By field). The call is allowed a number of seconds per meter pulse depending on the charge band into which the call is allocated. You can define multiple charge band tables by clicking on the grid and clicking on the **Add** or **Insert** command buttons.

Enter the information for each charge band in the following fields.

Charge Band: Enter an alphanumeric ID which uniquely identifies this charge band and is the identifier for a particular type of call or dial code. These names are usually the names given to each charge band by the carrier. For example, calls that will not incur a cost can have a charge band name FREE, while an internationally dialed call may have the name IDD1. These names are linked to the dial code books to associate charge bands to dial codes.

Time Band: The time band contains the time periods for the calls and their costing. Each call will be costed according to the specified time categories (e.g., Premium, Standard, and Economy) to which that call corresponds. Select a time band by clicking on the **Time Band ID** in this drop-down list box. These time bands are those which you entered using the Time Bands function.

Duration Rounding: Enter the duration rounding factor for the calls using this service. The duration rounding value defines how the duration of the call is to be rounded for costing purposes.

Time Band Definitions: In the four definable time band definition fields, enter the seconds per meter pulse which are applied to these time bands. These time bands represent the four time bands selected in the Time Band definition function (previous section) and correspond to the time band record selected in the Time Band field.

For example, if you defined the time bands Premium, Standard, Economy, and Custom for this time band, then enter the seconds per meter pulse in the fields with the headers Prime, Standard, Economy, and Custom to apply this rate.

Minimum: Enter the minimum cost that is to be allocated to the call. This allows all calls to have a cost regardless of their duration. Any calls with a duration less than this minimum value will have the duration rounded up to that value.

Maximum: Enter the maximum cost that can be applied to a call (e.g., \$99999.99). Any calls with a duration greater than this maximum value will have the duration rounded down to that value. There is usually no maximum and this field is left blank.

Surcharge: In the Surcharge field, enter any additional surcharge to be levied against the calls in this charge band. This surcharge will be added to the overall cost of the call. The default value is 0 (no charge).

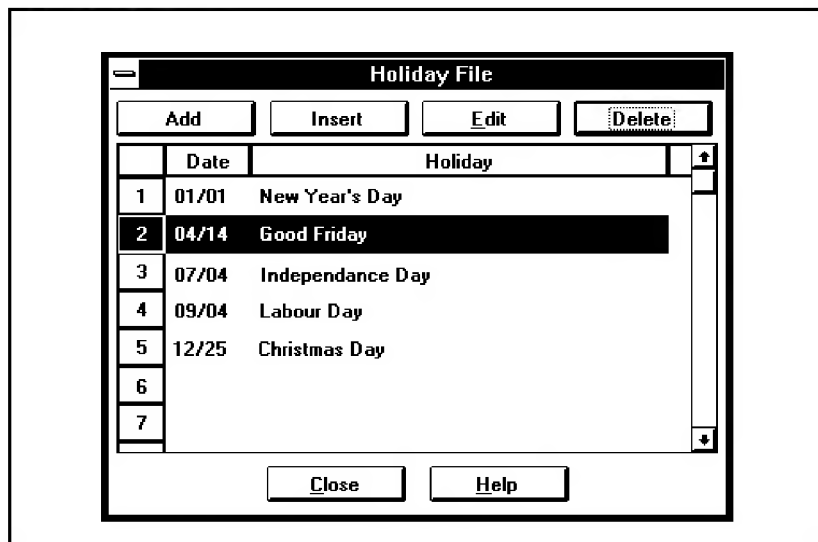
Once you have entered the costing details and charge bands of this carrier cost table, click on the **OK** command button to save them and exit to the main Charge Bands dialog.

Holiday File

The Holiday File allows you to enter specific dates that automatically incur discount rates. When calls are made on these dates, the system will cost them according to the time band categories to which they belong.

To select a holiday file, click on the **Holiday File** command button from the Charge Bands editor. The Holiday File editor dialog will appear with a grid containing the dates and names of the specific holidays in this file.

Figure 41
Holiday File dialog



To define your holiday list, click on the **Add** or **Insert** command buttons. A dialog will appear prompting you to enter the date (in the format 'dd/mm') and name of the holiday. Click on the **OK** command button to save the data entered. Continue with this process until all the necessary holidays are recorded and then click on the **Cancel** command button to exit this dialog.

Note: In normal circumstances regular changes to the holiday file will not be necessary.

To exit to the Charge Bands editor dialog, click on **Close**. To exit to the Rate Interface Editor dialog, click on the **OK** command button.